



COVID-19 Vaccine Management System (CVMS) - Provider Portal

Request Additional Vaccines Through the Marketplace Job Aid

If you need additional COVID-19 vaccine doses, use the **VACCINE MARKETPLACE** in the CVMS Provider Portal to directly coordinate with another provider through a **MARKETPLACE INQUIRY** and agree to transfer COVID-19 vaccine doses.

Please follow the instructions below to learn:

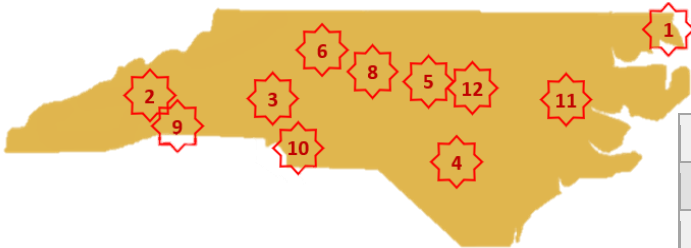
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Note: Only users with a HEALTHCARE LOCATION MANAGER profile can utilize the Vaccine Marketplace.

1 How to Request Vaccine Surplus from Your Assigned Hub

Hubs are locations contracted by NCDHHS to serve as COVID-19 **vaccine repositories**. Hubs consolidate vaccine inventories that are dispersed among multiple providers. Most providers will be assigned to their closest Hub, and should contact the Hub to see if they can supply them with the needed COVID-19 vaccines.

These designated Hubs are also able to deliver and/or facilitate COVID-19 vaccine pickups if a transfer is requested. There are currently 11 Hubs spread across the State (Hub 7 was removed):



Hub 1	Currituck County Health Department	Currituck
Hub 2	Buncombe County Health and Human Services	Buncombe
Hub 3	Catawba County Public Health	Catawba
Hub 4	Cumberland County Health Department	Cumberland
Hub 5	Durham County Health Department	Durham
Hub 6	Forsyth County Health Department	Forsyth
Hub 8	Moses H. Cone Memorial Hospital	Guilford
Hub 9	Henderson County Health Department	Henderson
Hub 10	StarMed Family & Urgent Care - Freemore	Freemore
Hub 11	Vidant Medical Center	Pitt
Hub 12	Wake County Human Services	Wake

Tip: To check if your location was assigned to a Hub: navigate to the *Locations* tab in the CVMS Provider Portal, click on your account name (not the location name) in the *Details* tab of the record, and scroll down to *Hub Information*. The Hub allocated to your location will appear under **PRIMARY HUB ASSOCIATED TO THIS LOCATION**. If it shows empty or undetermined, feel free to contact the Hub of your choice to confirm if they can support you.



If you need additional COVID-19 vaccine doses, first check if your assigned Hub is offering extra doses on the Vaccine Marketplace. If you don't find any, you can check the listings posted by other providers.

1. Navigate to the **VACCINE MARKETPLACE** tab in the CVMS Provider Portal.
2. Change the filter to Navigate to **HUB#? (ACTIVE) - SEEK TRANSFER MATCH** of your assigned HUB.

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory **Vaccine Marketplace** Shipments More ▾

You can utilize Vaccine Marketplace to facilitate transfers with other enrolled providers in your area. If you need additional vaccines for your provider location, please utilize the 'Seek Transfer Match' to identify a location near you to facilitate a transfer. If you are looking to transfer out additional on-hand vaccine inventory, please utilize the 'Seek Transfer Match' to document the amount of inventory you have on hand to transfer out. Please note, you will need to coordinate directly with the other provider to coordinate vaccine transport.

If no transfer is available to fulfill your provider location's needs, please submit a vaccine allocation request through the [NC DHHS Vaccination Allocation Request Form](#).

Note there are several Seek Transfer 'List Views' available to help you filter by Request Type & Status. The 'My Seek Transfer Matches' can be used to view records you have created. The 'Hub #' can be used to view records based on the assigned Hub/Region. You can save your favorite view as your default by clicking the pin icon. You can modify your display between Table & Kanban view by clicking the grid icon. For additional explanations & purposes of each List View you can reference the Appendix in following Training Materials: [Offer Extra Vaccines Job Aid](#) or [Request Additional Vaccines Job Aid](#).

New Seek Transfer Match

Orders
Seek Transfer Match - All (Active) ▾

38 items

RECENT LIST VIEWS

- 1 All Imported (VTrcks) Orders
- 2 **Hub #1 (Active) - Currituck**
- 3 Hub #2 (Active) - Buncombe
- 4 Hub #3 (Active) - Catawba

	Product	Br...	Doses Av...	Expiration...	Hub? ▾	Primary ...
1	Pfizer-BioNTec...		1,996	7/8/2021	Yes(Hub ...	
2	Pfizer (14 Dos...		-4	7/29/2021	Yes(Hub ...	
3	Pfizer-BioNTec...		1,586	12/31/20...	Yes(Hub ...	
4	Pfizer-BioNTec...		33	7/31/2021	Yes(Hub ...	

3. Check the brands, quantities available, expiration date, and transport solution proposed by the Hub Location.

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More ▾

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New Seek Transfer Match

Orders
Hub #1 (Active) - Currituck ▾

4 items • Sorted by Auto-Update Available Doses? (All) • Filtered by All orders - 4 more filters applied • Updated a few seconds ago

	Order N...	Request...	Account Name	Produc...	Brand	Dos...	Expirati...	HCP Co...	HCP Co...	HCP Contact E...	Transport: P...
1	ORD-0...	Extra (t...	DoNotUse - NotRealLoc...	Pfizer...		1,995	7/8/2021	nicole...	800-82...	uattests00+hc...	Delivery Only
2	ORD-0...	Extra (t...	DoNotUse - QALoc1	TestV...		994	9/16/2...	tdsdfds	703-79...	test@example.c...	Pickup Only
3	ORD-0...	Extra (t...	DoNotUse - QALoc1	Mode...		20	6/15/2...	Seek Ex...	111-11...	ankit.o.srivastav...	Pickup Only
4	ORD-0...	Extra (t...	DoNotUse - QALoc1	Mode...		20	6/15/2...	Seek Ex...	111-11...	ankit.o.srivastav...	Pickup Only

4. If one of the listings matches your needs, jump to the Step 4 of the next section.



2 How to Request Vaccine Surplus from Other Providers

If your Hub offers do not match your needs, check listings posted by other providers near your location.

1. Navigate to the **VACCINE MARKETPLACE** tab in the CVMS Provider Portal.

The screenshot shows the NCDHHS CVMS Provider Portal interface. The navigation bar at the top includes links for Home, Recipient, Appointments, Locations, Bulk Registration, Vaccine Inventory, **Vaccine Marketplace** (highlighted with a red box), Shipments, and More. Below the navigation bar, the user is logged in as RPA Loc 1. The main content area is divided into two sections: 'Recipient Check-In' on the left and 'Today's Appointments' on the right. The 'Recipient Check-In' section contains a form for entering an appointment confirmation number and a 'Go' button. The 'Today's Appointments' section displays a table with columns for TIME, DETAILS, CASE NUMBER, and LOCATION.

2. Change the filter to **SEEK TRANSFER MATCH – EXTRA (Active)**.

The screenshot shows the NCDHHS CVMS Provider Portal interface, specifically the 'Vaccine Marketplace' section. The navigation bar at the top includes links for Home, Recipient, Appointments, Locations, Bulk Registration, Vaccine Inventory, and More. Below the navigation bar, there is a text block explaining the purpose of the Vaccine Marketplace and a 'New Seek Transfer Match' button. The main content area is titled 'Orders' and shows a list of 'All Imported (VTrcks) Orders'. A dropdown menu is open, showing the following options: 'Seek Transfer Match - All', 'Seek Transfer Match - All (Active)', and 'Seek Transfer Match - Extra (Active)' (highlighted with a red box). The dropdown menu also includes a search bar and a list of filters: Start D..., Number of Or..., and Created Date.



- Click on **CITY** or **COUNTY** to sort the records in ascending or descending order by location, and easily spot providers located nearby.

NCDHHS
CVMS Provider Portal

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More

You can utilize Vaccine Marketplace to facilitate transfers with other enrolled providers in your area. If you need additional vaccines for your provider location, please utilize the 'Seek Transfer Match' to identify a location near you to facilitate a transfer. If you are looking to transfer out additional on-hand vaccine inventory, please utilize the 'Seek Transfer Match' to document the amount of inventory you have on hand to transfer out. Please note, you will need to coordinate directly with the other provider to coordinate vaccine transport.

If no transfer is available to fulfill your provider location's needs, please submit a vaccine allocation request through the NC DHHS Vaccination Allocation Request Form.

Note there are several Seek Transfer 'List Views' available to help you filter by Request Type & Status. The 'My Seek Transfer Matches' can be used to view records you have created. You can save your favorite view as your default by clicking the pin icon. You can modify your display between Table & Kanban view by clicking the grid icon.

[New Seek Transfer Match](#)

Orders
Seek Transfer Match - Extra (Active)

3 Items • Sorted by City • Filtered by All orders - Status, Request Type, Order Record Type • Updated a few seconds ago

Search this list...

	Order Number	Account Name	County	City	Product	Brand	Dosage	Expiration Date	Created Date	Last Modified Date	Status	Request Type
1	<input type="checkbox"/> ORD-0017342	Training Team V...	Wake	Raleigh	Pfizer-BioNTech...		300	1/1/2022	6/9/2021, 10:59...	6/9/2021, 10:59...	Acti...	Extra (to Send O...
2	<input type="checkbox"/> ORD-0017260	DoNotUse - QA...			Moderna (14 do...	moderna	10	12/31/2021	6/2/2021, 9:46 ...	6/2/2021, 9:46 ...	Acti...	Extra (to Send O...
3	<input type="checkbox"/> ORD-0017257	DoNotUse - QA...			Moderna (14 do...	moderna	10	12/31/2021	6/2/2021, 9:35 ...	6/2/2021, 9:35 ...	Acti...	Extra (to Send O...

- Select the Request that matches your offer by clicking on the **ORDER NUMBER**.

Orders
Seek Transfer Match - Extra (Active)

3 Items • Sorted by City • Filtered by All orders - Status, Request Type, Order Record Type • Updated a few seconds ago

	Order Number	Account Name	County	City	Product	Brand	Dosage	Exp
1	<input type="checkbox"/> ORD-0017342	Training Team V...	Wake	Raleigh	Pfizer-BioNTech...		300	1/1/2022
2	<input type="checkbox"/> ORD-0017260	DoNotUse - QA...			Moderna (14 do...	moderna	10	12/31/2021
3	<input type="checkbox"/> ORD-0017257	DoNotUse - QA...			Moderna (14 do...	moderna	10	12/31/2021



5. Review the inventory details. You can use the HCP contact information if you wish to contact the provider directly. Create a **MARKETPLACE INQUIRY**.

NCDHHS CVMS Provider Portal

Home Recipient Appointments Location Bulk Registration Vaccine Inventory More

Order ORD-0019719

Create Inquiry Edit Clone

Account Name: DoNotUse - NotRealLoc Hotfix 2 Status: Active Product: Janssen COVID-19 Vaccine (Johnson & Johnson) Doses Available for Transfer: 300

COVID-19 Vaccine Seek Transfer Match Instructions

Seek Transfer Match Instructions

Please note, this is a request to seek a transfer match with other provider locations. Use this form to indicate if you have extra vaccine available for transfer to other provider locations OR if you need additional vaccine at your location. This is NOT a request for State allocation and is intended to aid in communication and coordination between provider locations. Please see the steps below that outline how to use the Vaccine Marketplace:

1. Fill out this form to request additional inventory as transfer or to transfer out inventory from your provider location.
2. Monitor the Vaccine Marketplace to identify a 'match' for your need.
3. Once a match is identified, work directly with the provider to coordinate transport. Vaccine cannot be transported until the transfer in CVMS is approved.
4. The provider location transferring out vaccine doses will initiate a transfer in CVMS. Please see this user guide with exact instructions: <https://covid19.ncdhhs.gov/media/2318/download?attachment>
5. The State will review and approve the transfer request if it meets all requirements.

Doses per Vial Swindler

All inbound and outbound requests must be made in increments of doses available in full and unopened vials: 6 doses per vial for Pfizer, 10 doses per vial for Moderna, 5 doses per vial for Janssen (J&J).

Doses Available for Transfer Instruction

The 'Doses Available for Transfer' can be updated automatically or maintained manually. It is your preference & choice.

A) To have system automatically update, ensure 'Auto-Update Available Doses? (All)' is checked. The system will then utilize field 'Doses Available (Cumulative)', which is the sum of Available Doses across all Associated Vaccine Inventories. E.g. 'Associated Vaccine Inventory' has 100 Doses Available & 'Associated Vaccine Inventory 2' has 200 Doses Available. The system will show 300 Doses Available for Transfer.

B) To manually maintain, ensure 'Auto-Update Available Doses? (All)' is NOT checked. You will need to enter & keep up-to-date the 'Doses (Number)' field.

You can change between auto-update & manually maintain at any time. Note that auto-update assumes all Available Doses on all Associated Vaccine Inventories are Available for Transfer. If only a subset of doses are Available for Transfer, you will need to maintain manually.

Seek Transfer Match Details

Request Type: Extra (to Send Outbound) Order Start Date: 7/13/2021

Account Name: DoNotUse - NotRealLoc Hotfix 2 Status: Active

Doses (Number): 300 Status Indicator:

County: Wake HCP Contact Name: Grace

City: Cary HCP Contact Phone: 555 555 5555

Additional Comments (Optional): HCP Contact Email: grace.walsh1+match2@gmail.com

Hub: Yes (Hub 1) Primary Hub Associated to this Location:

Coverage Type? (Hub): Other (see Notes) Transport: Pickup, Deliver, or Both: Pickup Only

Inactivation Reason:

Additional Details if Extra (To Send Outbound)

Associated Vaccine Inventory: Grace Janssen for Marketplace Auto-Update Available Doses? (All): ☐

Vaccine Product to Transfer: Janssen COVID-19 Vaccine (Johnson & Johnson) Doses Available (Cumulative): 400

Expiration Date: 7/21/2021 Doses Per Vial (Number): 5

Lot Transferred: 550055 Sending Location Parent Account (ID#): DoNotUse - NotRealOrg Hotfix 1

Additional Details if Wanted (To Receive Inbound)

Manufacturer:

Brand:

Click **CREATE INQUIRY** to contact them

Read the general instructions

Read the details provided by the other provider:

- **Order Start Date:** enter today's date
- **Account Name:** their location account name
- **Status:** active (green), auto-lapsed if expired (yellow), or Closed/Inactive (red)
- **Doses:** Number of doses you are looking for
- **HCP Contact Name/phone/email:** who to contact to agree on the transfer
- **Hub information:** is provider a hub, or part of a hub, transfer coverage type
- **Additional Comments:** other details about the inventories or transfer
- **Associated Vaccine Inventory:** lot number they are offering. If you scroll down, there is a section allowing to them to share multiple inventories.
- **Additional Transportation/Storage Details:** enter details on the storage conditions (optional)



6. Complete the inquiry:

The 'Create Inquiry' form contains the following fields and options:

- Doses Requested:** A text input field.
- Requesting Account:** A search field with a magnifying glass icon.
- Transportation Request:** A dropdown menu with '--None--' selected.
- Which Address to Use?:** A dropdown menu with 'Shipping Address (from my Account)' selected.
- Additional Details (Optional):** A large text area.
- Order (Marketplace Request):** ORD-0017742
- Status:** A dropdown menu with 'Open' selected.
- Contact Name:** A text input field.
- Contact Phone:** A text input field.
- Contact Email:** A text input field.

Buttons: Cancel, Save

- **Doses Requested:** Number of doses you wish to receive of listed vaccine product
- **Requesting Account:** Your provider
- **Status:** Open
- **Transportation Request:** Select from picklist
- **Contact Name:** Person responsible for coordinating transfer
- **Contact Phone/Email:** Contact details of person responsible for coordinating transfer
- **Address:** Shipping or Administration Address
- **Additional Details:** Enter option additional details
- Click **SAVE**
- The other provider will receive your inquiry via email and will contact you back to follow-up.

7. If you both agree on the conditions of transfer, the sending provider will create a transfer in the CVMS Provider Portal. Once the transferred inventory is delivered, the receiving provider should add the inventory in the CVMS Provider Portal by **receiving an Inbound Transfer** (*see the third section of this document for detailed instructions*).

Note: You can check the **NCDHHS guidance for transport of COVID-19 vaccine** at <https://covid19.ncdhhs.gov/media/3070/download?attachment>.

OR

8. If no provider is offering the type of COVID-19 vaccine product you are seeking, contact your assigned hub for assistance with requesting vaccine inventory through the NC DHHS team. (See Section 4.)

3 How to Add the Transferred Vaccine to your Inventory

1. Once you receive the transfer from the sending provider, navigate to the **VACCINE INVENTORY** tab in the CVMS Provider Portal and click the **INBOUND TRANSFER** button.



NCDHHS
CVMS Provider Portal

Home Recipient Appointments Locations Bulk Registration **Vaccine Inventory** Vaccine Marketplace Shipments More ▾

Scan or type a barcode

Vaccine Inventories
Recently Viewed ▾

43 items • Updated a few seconds ago

Search this list...

	Vaccine Inventory Name ▾	Product Name ▾	Lot ▾	Tot... ▾	Dos... ▾	Dos... ▾	Extr... ▾	Accou... ▾	Date... ▾
1	34567 - 2 Delivery 10/11/2021	Pfizer-BioNTech (6 doses/vial) (195 MDV) COVID-19 Vaccine	34567	1,200	1,196	0		Solutions...	10/11/2...
2	Lot 99999 - 4 Delivery 09/13/2021	Pfizer-BioNTech (6 doses/vial) (195 MDV) COVID-19 Vaccine	99999	1,200	1,200	0		Solutions...	9/13/20...

2. Select the transferred inventory from the list and click **NEXT**.

NCDHHS
CVMS Provider Portal

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More ▾

Please select the incoming vaccine transfer for which you are confirming receipt.

Vaccine Inventory Name ▾	Vaccine Product ▾	Account Name ▾	Status ▾	Incoming Transfer Doses ▾	Expiration Date ▾
<input type="radio"/> Delivery 03/24/2021	Pfizer-BioNTech (5 doses/vial) (19...	Solutions Loc3	Incoming Transfer In Transit	220	8/13/2021, 11:00 AM CDT

3. Enter the Date Received and Doses Received and click **NEXT**.

NCDHHS
CVMS Provider Portal

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More ▾

Name: Delivery 03/24/2021
Product Name: Pfizer-BioNTech (5 doses/vial) (195 MDV) COVID-19 Vaccine
NDC #:
Lot: 123
Expiration Date: 8/13/2021, 12:00 PM
Serial Number:
Account: Solutions Loc3

* Date Received

Doses Received

Incoming Doses Quantity: 220

4. Click **FINISH**.



Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More ▾

Record has been saved successfully.

Previous Finish

4 How to Submit a Request for COVID-19 Vaccine to the NCDHHS Team

You can submit a request for COVID-19 vaccine to NCDHHS via the NCDHHS Vaccine Allocation Form at <https://surveymax.dhhs.state.nc.us/TakeSurvey.aspx?SurveyID=98MI76m3#>. A link to the form is also added to the **VACCINE MARKETPLACE** tab.

1. Navigate to **VACCINE MARKETPLACE** in the CVMS Provider Portal
2. Click the **NCDHHS VACCINATION ALLOCATION REQUEST FORM** link

NCDHHS
CVMS Provider Portal

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace More ▾

You can utilize Vaccine Marketplace to facilitate transfers with other enrolled providers in your area. If you need additional vaccines for your provider location, please utilize the 'Seek Transfer Match' to identify a location near you to facilitate a transfer. If you are looking to transfer out additional on-hand vaccine inventory, please utilize the 'Seek Transfer Match' to document the amount of inventory you have on hand to transfer out. Please note, you will need to coordinate directly with the other provider to coordinate vaccine transport.

If no transfer is available to fulfill your provider location's needs, please submit a vaccine allocation request through the [NCDHHS Vaccination Allocation Request Form](#).

Note: there are several 'Seek Transfer' 'List Views' available to help you filter by Request Type & Status. The 'My Seek Transfer Matches' can be used to view records you have created. You can save your favorite view as your

3. Fill out the form and submit it

Allocation Request Form Page 1 of 3

Provider Information
Please enter your provider organization and location information below.

1. Parent Organization*

2. Please choose your provider location name*
Select one from below list.
[P] Provider Location Name

3. If your "PIN - Provider Location Name" is not in the dropdown above, please enter it here:

4. Provider Contact Name*

5. Provider Contact Email*

6. Provider Contact Phone Number*

Allocation Request Form Page 2 of 3

Allocation Request
Please request vaccine doses below (inclusive of first and second doses).

7. Please request the number of Pfizer doses your provider location would like below (inclusive of first and second doses). Put '0' if you do not want any Pfizer doses. Pfizer doses requested must be in multiples of 120.*

8. Please request the number of Moderna doses your provider location would like below (inclusive of first and second doses). Put '0' if you do not want any Moderna doses. Moderna doses requested must be in multiples of 120.*

9. Please request the number of Janssen doses your provider location would like below (inclusive of first and second doses). Put '0' if you do not want any Janssen doses. Janssen doses requested must be in multiples of 120.*

10. Your requested doses will likely be filled via transfer facilitated through this request form. Please provide the name of the on-site coordinator to assist with the transfer.*

11. Your requested doses will likely be filled via transfer facilitated through this request form. Please provide the phone number of the on-site coordinator to assist with the transfer.*

Allocation Request Form Page 3 of 3

Recorded Doses and Attestation

12. Please estimate the number of administered vaccinations that have not yet been recorded in CVMS.*

13. By clicking this box, I affirm that I have reviewed the list of providers in my area with on-hand inventory and that these providers do not have inventory that cover my need.*

14. By clicking this box, I understand that we must have vaccine administrations recorded into the COVID-19 Vaccine Management System (CVMS) within 72 hours of administration. On behalf of the Parent Organization, I certify that we will act in good faith and to the best of our abilities to comply with all expectations.*

Back Done Enter Next Response

If you have any questions or issues, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine and select the "Vaccine Provider" option to submit your question or issue.

You can also call the COVID-19 Vaccine Provider Help Desk at **(877) 873-6247** and select option 1. The COVID-19 Vaccine Provider Help Desk is available during the following hours:

Monday to Friday: 7 a.m. – 7 p.m. ET
Saturday: 8 a.m. – 4 p.m. ET
Sunday: Closed

Version 8 – October 13, 2021